

## Appendix IIa: Opening and Closing Remarks for Letters

LETTERS:	INFORMAL	SEMI-FORMAL	FORMAL
<b>Giving information</b>			
Opening Remarks:	I've looked into ...	I'm writing in reply to your letter asking for information on ...	I am writing in response to your letter requesting information on ...
Closing Remarks:	Hope this was what you wanted ...	I hope you find this useful...	Do not hesitate to contact me should you require further assistance.
<b>Thanking sb</b>			
Opening Remarks:	Thanks a lot for ...	Thank you very much for ...	I am writing to express my gratitude for ...
Closing Remarks:	Thanks again!	It was very good of you to ...	I am extremely grateful for ...
<b>Apologising</b>			
Opening Remarks:	I'm really sorry about ...	I am writing to apologise for ...	I am writing to offer my sincere apologies regarding ...
Closing Remarks:	Please say you'll forgive me ...	Please accept my apology ...	Once again, please accept our sincerest apologies ...
<b>Congratulating sb</b>			
Opening Remarks:	I'm just writing to say well done ...	I was really happy/pleased to hear that ...	May I congratulate you on ...
Closing Remarks:	Well done!	You really deserve (your) success.	Once again, congratulations.
<b>of Application</b>			
Opening Remarks:	—	—	I am writing to apply for the position ...
Closing Remarks:	—	—	I look forward to hearing from you ...
<b>of Complaint</b>			
Opening Remarks:	—	—	I am writing to draw your attention to ...
Closing Remarks:	—	—	I hope that this matter can be resolved ...
<b>Making Requests</b>			
Opening Remarks:	Could you do something for me?	I wondered if you could possibly do me a favour.	I would be most grateful if you could ...
Closing Remarks:	I hope you can help me out.	I hope it isn't too much trouble.	Thank you in advance for assistance in this matter.

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LETTERS:	INFORMAL	SEMI-FORMAL	FORMAL
<b>Giving news</b>			
<b>Opening Remarks:</b>	(You'll never) guess what ...	I'm writing to tell you about ...	I am writing to inform you of ...
<b>Closing Remarks:</b>	That's all my news for now ...	Write and tell me your news.	I would appreciate your thoughts on this matter.
<b>Making an invitation</b>			
<b>Opening Remarks:</b>	I'm writing to invite you to ...	We would be very pleased if you could come ...	We would be honoured if you could attend ...
<b>Closing Remarks:</b>	Hope you can make it – it'll be great fun!	Please let us know if you can come.	We would be grateful if you could notify us regarding whether ...
<b>Accepting an invitation</b>			
<b>Opening Remarks:</b>	Thanks a lot for the invitation. I'd love to come ...	Thank you for your kind invitation; we would love to join you ...	Thank you for your kind invitation. We would be delighted to attend ...
<b>Closing Remarks:</b>	See you then!	We look forward to seeing you.	Thank you once more for your kind invitation.
<b>Refusing an invitation</b>			
<b>Opening Remarks:</b>	Thanks a lot for the invitation but I won't be able to make it ...	Thank you for your kind invitation. However, we will not be able to come ...	Thank you for your kind invitation. Unfortunately, we will be unable to attend ...
<b>Closing Remarks:</b>	Sorry again. Maybe next time!	Perhaps we can get together soon.	I hope that in the future we might have the opportunity to meet.
<b>Asking for advice</b>			
<b>Opening Remarks:</b>	I've got a problem, and I think you can help.	I'd really like your advice about/on ...	I am writing to request some advice concerning ...
<b>Closing Remarks:</b>	Write back soon and tell me what you think.	I really hope you can help me.	I would greatly appreciate your assistance in this matter.
<b>Giving advice</b>			
<b>Opening Remarks:</b>	I'm sorry to hear ... and I think I can help.	I'm very sorry to hear that you're having problems with ...	I am writing with regard to your letter requesting advice concerning ...
<b>Closing Remarks:</b>	Let me know what happens.	I hope everything turns out well.	I hope to have been of assistance to you.
<b>Asking for information</b>			
<b>Opening Remarks:</b>	I'm thinking of ... and I wondered if you could help me out.	I'm considering ... and I'd like it if you could give me some information.	I would greatly appreciate it if you could provide me with some information on ...
<b>Closing Remarks:</b>	Hope you can help!	I would appreciate any help you can give me ...	Thank you in advance for your kind cooperation ...



## Appendix IIb: Useful Vocabulary for Letters

LETTERS:	INFORMAL	SEMI-FORMAL	FORMAL
<b>Making an invitation</b>	Let me tell you when & where ...	These are the details of ...	The party/wedding/ceremony will be held on ... at ...
	By the way, it's a fancy dress party/formal ceremony ...	It will be a fancy dress party/formal occasion ...	Be advised that the party/occasion is ...
	You can stay over if you like ...	If you need somewhere to stay ...	Accommodation can be provided by arrangement ...
	There'll be plenty of food/drink ...	Refreshments will be provided ...	The catering arrangements have been made ...
	You won't need to bring anything ...	It won't be necessary to ...	You will not be required to ...
<b>Accepting an invitation</b>	What a great way to celebrate ...	It's a wonderful way to celebrate ...	I'm sure it will be a wonderful occasion.
	By the way, if you need help with ...	If you would like any help ...	Should you require assistance ...
	Can I bring my friend, Brian?	Could I invite a friend to come too?	Would it be possible for ... to accompany me?
<b>Refusing an invitation</b>	I can't make it because ...	I won't be able to come because ...	I am unable to attend due to ...
	I've got plans for that weekend ...	I have already arranged to ...	I am otherwise engaged ...
<b>Asking for information</b>	Do you know anything about ...	Do you have information about ...	What information do you hold on ...
	I also need to know about ...	I would also like to know ...	Could you also provide details of ...
	I want to find out about ... as well.	In addition, could you tell me ...	Furthermore, it would be useful to have information concerning ...
	Can you also let me know if ...	Please could you also ...	Please would you include ...
	I would be glad to ...	I would be grateful for ...	... would be appreciated ...
<b>Giving information</b>	I have sent you a ...	This letter includes a ...	Please find enclosed a ...
	To answer your question about ...	In response to your enquiry about ...	Regarding your request for ...
	Did you know that ...?	Were you aware of ...?	May I bring to your attention ...
	This information should help you ...	This information should be useful to you ...	The following information may be of use to you ...
<b>Apologising</b>	I'm really sorry for/about ...	I apologise for ...	Please accept my apologies for ...
	It wouldn't have happened if ...	It happened because of ...	The situation arose due to ...
	I admit that it was my fault ...	I am to blame for ...	The fault is entirely mine ...
	I didn't mean to ...	It was not intentional ...	It was not my intention to ...
<b>Making requests</b>	I really need ...	I'd like ...	I wish to request ...
	Can I ask you to ...	Could I ask you to ...	Would it be possible for you to ...
<b>Giving advice</b>	Why don't you ...	If I were you, I'd ...	I would suggest that ...